

## Your Rights and Responsibilities as a Remedial Services Consumer

The Notice of Decision letter you received tells you what services have been approved for you or your child and the Remedial Services provider name. It is important for you to know what Remedial Services are and what they are not.

Remedial Services are . . .

**Skill building services** that help reduce or end problem behaviors and symptoms caused by a mental illness.

**Action oriented services** in which you or your child works with the provider and demonstrates the skill being taught. These interventions should focus on skills like conflict resolution, problem solving, social skills, relationship skills, and communication.

Remedial Services are not . . .

**Sports** activities

**Eating out** at restaurants

**After school** day care

**Therapy**

**Movies** and recreation

**General conversation**

**Community outings**

**Self care** skills

As a consumer of Remedial Services these are your **Rights and Responsibilities**:

### Rights

Quality care that helps you or your child improve behavior and decrease symptoms

To receive services that meet individual needs of you or your child

To be involved in developing your child's or your own care plan

To have a copy of the provider's care plan

To see copies of the provider's progress notes

To receive remedial services in a private and confidential setting

To receive remedial services without disrupting your child's education

### Responsibilities

Know what Remedial Services are and what they are not.

Ensure you or your child is present for services and actively works on the new skill.

Take part in all family services with your child.

Report any quality of care concerns to your provider or to Iowa Medicaid.